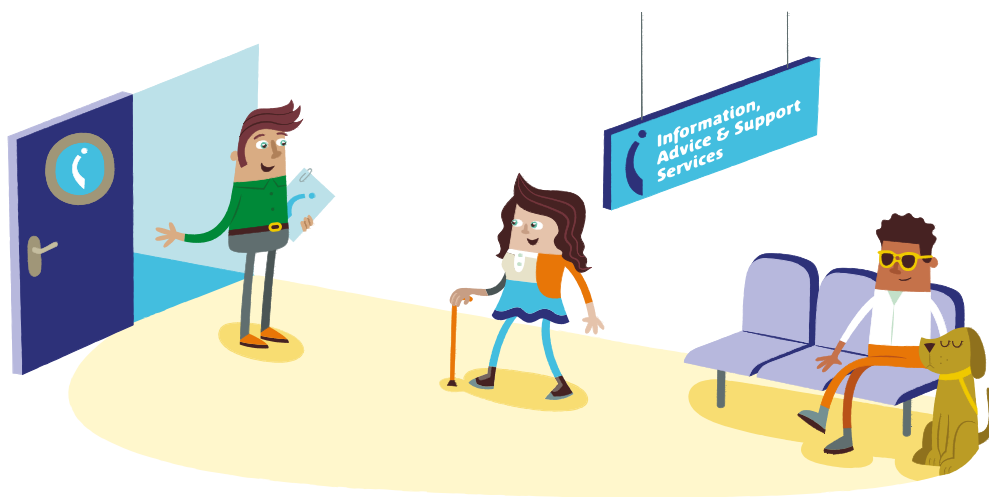








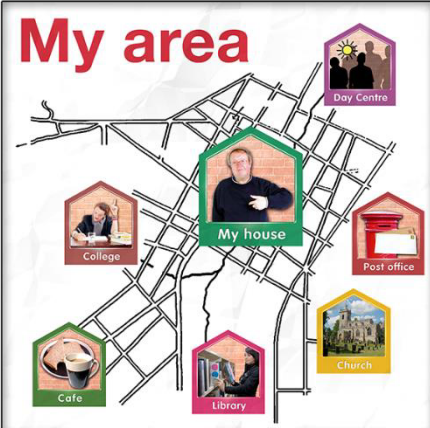
EASY READ

Minimum Standards for SEND Information, Advice, and Support Services

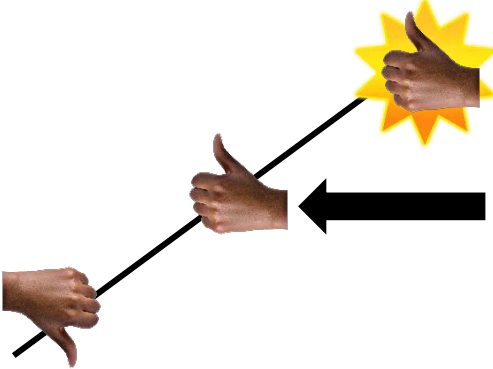


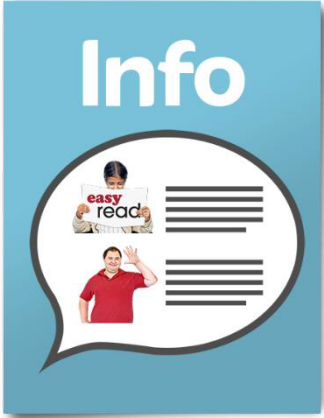


What can I expect from IASS?





	<p>What is IASS?</p> <p>IASS stands for Information, Advice and Support Services</p>
	<p>It is a place to get information to help children and young people who are disabled or who have SEN</p>
	<p>SEN stands for special educational needs</p> <p>You have special educational needs if you need extra support to learn things</p>
	<p>If you are a child or young person you can call or go to IASS yourself</p>

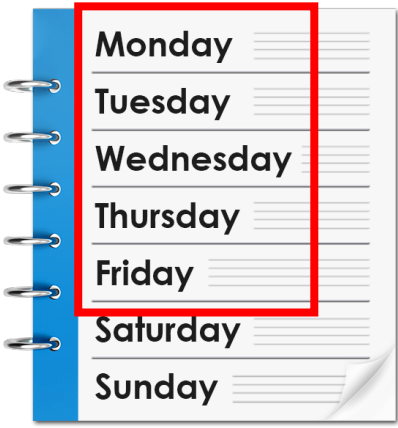



	<p>Or someone from your family can do it instead</p>
	<p>There is one in each area of the country</p>
	<p>You can find out more about IASS here</p>
	<p>You can find your IASS service here</p>





What is this document?

	<p>This document is about IASS minimum standards</p> <p>Minimum standards mean the least the IASS service should do</p> <p>It can do more but it should not do less</p>
	<p>This document is to tell you what you can expect from your IASS</p>
	<p>This is based on what the law says</p>
	<p>This is document is an easier version of the full minimum standards</p> <p>If you want to read the full minimum standards you can find them here</p>



1. Making plans

	<p>Children, young people, parents and professionals should work together to plan each IASS</p>
	<p>Each IASS should have enough money and workers to do all the things in the minimum standards</p>
	<p>Each IASS should be open during work hours</p>
	<p>This usually means</p> <ul style="list-style-type: none">• between 9am and 5pm

 <p>Monday Tuesday Wednesday Thursday Friday Saturday Sunday</p>	<ul style="list-style-type: none">• Between Monday and Friday
	<ul style="list-style-type: none">• In the school holidays as well as in term time
	<p>There should be a special phone number you can call at any time</p>
	<p>If you call when the office is closed you should be able to leave a message</p> <p>Somebody should call you back later</p>

	<p>The people who work there should be able to tell you who else can help you</p>
	<p>The money for IASS can only be spent on IASS</p>
	<p>You should be able to trust that IASS is separate from other groups like the council or health services</p>
	<p>You should be able to trust that IASS will only tell others what you talk about if you say they can or if they need to keep you safe</p>

	<p>You should be able to find out about IASS easily</p>
	<p>Other adults who work with children and young people should know about IASS like</p> <ul style="list-style-type: none">• School or college staff• Social care workers• Health workers <p>They should be able to tell you about it</p>
	<p>IASS should be well run</p>
	<p>There should be a group which helps to run it</p> <p>This group should have in it</p> <ul style="list-style-type: none">• Children• Young people• Parents and carers• People who work in education• People who work in social care• People who work in health

	<p>Every year IASS should check that it is working well</p>
	<p>It should have a plan to make things better</p>

2. How IASS is run

	<p>Each IASS should have a manager</p> <p>This is the person who is in charge</p>
	<p>They should not have another job for a council or health service</p>
	<p>Each IASS should work with other IASSs to learn from them</p>
	<p>Workers from each IASS should go to training and planning meetings with other IASSs</p>



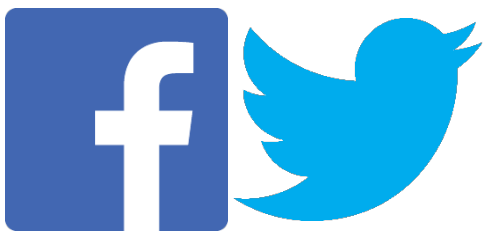








Each IASS should work with other people in the area to help make things better for disabled children and young people and those with SEN


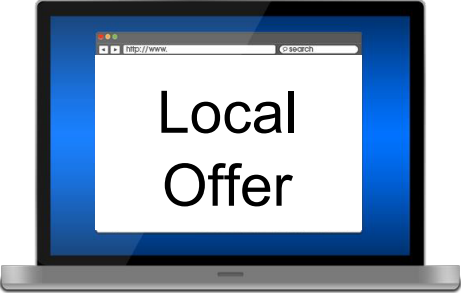









This should include working with children and young people

3. Information, advice and support

	<p>IASS should give children, young people and their parents advice about</p> <ul style="list-style-type: none">• School or college• Health• Social care
	<p>This advice should be impartial</p> <p>Impartial means that it should be the right advice for you</p> <p>It does not matter what other people think is the right advice</p>
	<p>You should be able to get information in a way that you understand</p>
	<p>Each IASS should use social media that is easy to find and understand</p>
	<p>There should be a website</p> <p>The website should have on it</p>

	<ul style="list-style-type: none">• How to contact IASS
	<ul style="list-style-type: none">• When it is open
	<ul style="list-style-type: none">• How quickly they will reply to you
	<ul style="list-style-type: none">• Information about different things to do with having a disability or SEN
	<ul style="list-style-type: none">• How to contact other useful groups

	<ul style="list-style-type: none">• How to complain if IASS is not working properly
	<ul style="list-style-type: none">• Where to find the Local Offer website for your area
	<p>The Local Offer website should have information for children and young people with SEND and their families</p>
	<p>IASS should be able to give children, young people and parents advocacy support</p>
	<p>Advocacy is when a person called an advocate helps someone else to talk about what they want and need</p> <p>You can find out more about advocates and advocacy here</p>

	<p>They can help with:</p>
	<ul style="list-style-type: none">• Being excluded from school
	<ul style="list-style-type: none">• Making a complaint
	<ul style="list-style-type: none">• SEND appeals <p>An appeal is when somebody wants to change a decision that has already been made</p>
	<ul style="list-style-type: none">• Tribunals <p>A tribunal is a group of people who listen to an appeal about a decision and decide what to do</p>


	<p>IASS must offer training to help people understand:</p>
	<ul style="list-style-type: none">• The law about SEND
	<ul style="list-style-type: none">• How things work in your area
	<ul style="list-style-type: none">• Getting your voice heard







Different people can do this training:


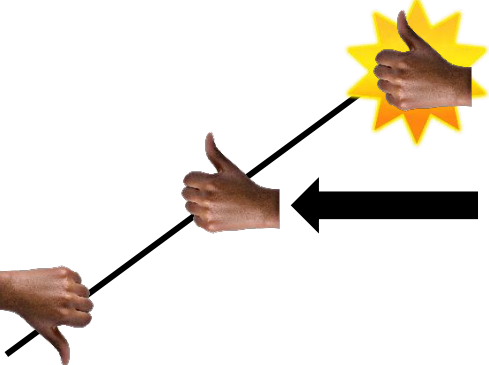


- Children
- Young people
- Parents
- Professionals

4. Helping IASS staff learn

	<p>Everyone who works for IASS giving advice has to do training when they first start</p>
	<p>IASS must ask the children, young people and families who use IASS what they think about it</p>
	<p>IASS must use these thoughts to make their work better</p>

Hard words

	<p>Advocacy</p> <p>When a person called an advocate helps someone else to talk about what they want and need</p>
	<p>Appeal</p> <p>When somebody wants to change a decision that has already been made</p>
	<p>Impartial advice</p> <p>Impartial means that it should be the right advice for you</p> <p>It does not matter what other people think is the right advice</p>
	<p>Local Offer</p> <p>A website which has information for children and young people with SEND and their families</p> <p>You can find out more about the Local Offer here</p>

	<p>Manager</p> <p>This is the person who is in charge</p>
	<p>Minimum standards</p> <p>The least the IASS service should do</p> <p>It can do more but it should not do less</p>
	<p>Professionals</p> <p>Adults who work with children and young people in a special way like</p> <ul style="list-style-type: none">• School or college staff• Social care workers• Health workers
	<p>SEN</p> <p>Special educational needs</p> <p>You have special educational needs if you need extra support to learn things</p>



Tribunal

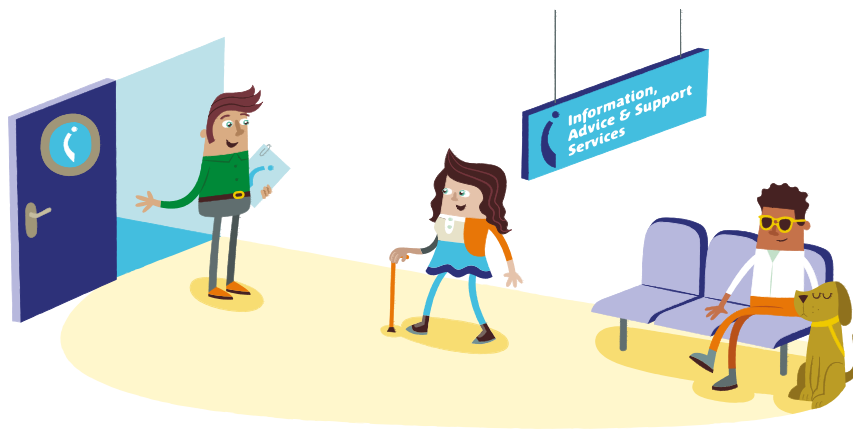
A group of people who listen to an **appeal** about a decision and decide what to do



Department
for Education



Department
of Health &
Social Care



Information,
Advice & Support
Programme

Council for Disabled Children is hosted by the National Children's Bureau. NCB is a registered charity
No. 258825. Reg in England and and Wales No. 952717

